



MARATOPIA MANAGED HOSTING & DOMAIN SERVICES TERMS & CONDITIONS

Version: 2020 edition

Hosting

We provide a fully managed hosting solution. Our hosting partners provide servers which are securely located in one of the largest data centres in the UK and our systems make regular backups:

- Business class hosting on a Tier 1 network
- Part of a secure firewalled network
- We hold offline site file backups for extra security
- Our monitoring system checks your website every few minutes and we are alerted to any downtime so that we can investigate and correct problems quickly within your support hours
- We're available in the office Monday to Friday from 9am until 5pm to answer any queries you may have, no waiting in a queue for a call centre to answer
- We'll endeavour to respond to email queries within 4 business hours or faster for those with support contracts
- 500mb of disk space (unless stated otherwise in your proposal), plenty of room for images and videos
- 5gb of data transfer per month (additional data transfer can be purchased as required)
- Up to 100mbit of burst bandwidth available
- Support transferring / setting up domains (DNS, A records etc...)
- RAID hard disk array for redundancy (data not lost in the event of hardware failure)

Price differences in hosting reflect the level of resilience that we expect your website to have to cope with on different levels of site and traffic. Business critical and high volume websites may require additional bespoke support, out of hours support, failsafe disaster recovery or mirroring configurations, which can be arranged on case by case basis. These packages require a much larger investment due to the hardware and out of hours support availability. If your website is mission critical please speak to us about our custom support and maintenance packages.

Support Service Levels

Maratopia offer a range of support and maintenance packages. Your support contract should lay out the details of these, alternatively, they can be found by contacting your account manager. The levels of support you've paid for will depend on your support and maintenance agreement but as a general rule, things like email and website hosting issues are included but things like new website features or post-warranty bug fixes are not. Each support and maintenance package comes with

an allocated fair-use number of support hours per month, your account manager will review your usage on a quarterly basis and speak with you should your package need to be adjusted.

We operate a managed service using some of the largest hosting providers in the world. Their Terms and Conditions can be found at

- Rackspace - <http://www.rackspace.co.uk/legal/managed-hosting-terms>
- TSO Host – <https://www.tsohost.com/legal/vps-and-dedicated-server-terms-and-conditions>
- Aimes – <http://www.aimes.uk>

Hosting costs are to be paid in advance and all packages will automatically renew for another year unless we are notified 30 days before the renewal date. Failure to pay for hosting or domains will result in loss of service. There will be an additional fee of £100 to restore service once we receive cleared funds. Our uptime guarantee matches that of the host supplier (typically 99.8%). Out of hours support can be quoted for on a per client basis. Compensation for any failure exceeding 99.8% shall be pro rata for the cost of the hosting. Maratopia Digital Marketing Ltd will not be liable to pay for any loss, economic or otherwise resulting from website or e-mail downtime.

Complete website and database backups can be provided for most platform types. There is an additional fee of £100+VAT for provision of a backup to cover the costs of creation and provision of the backup files.

We have the utmost confidence in the security of our websites and the hosting provider, however no system is 100% safe from malicious users. In the event that your website is compromised, we will attempt to restore your website from our most recent backups and make recommendations and quote you for preventative steps to prevent similar attacks.

Transactional email

Your hosting package includes the sending of transactional email (contact form/order enquiries, etc) using the web server's built in mail server. The performance levels provided in this way cannot be guaranteed and it is generally recommended that a 3rd-party SMTP service or transactional email specialist be used where. Maratopia Digital Marketing Ltd can recommend Mandrill (<http://www.mandrill.com/>).

Domain Registration and Management Services

We offer a managed domain service to help ensure that clients do not lose their domains to cyber squatters or that their domains do not lapse by accident.

Online Domain registration companies offer a low cost service for domain registration, however, the onus is on the domain holder to ensure that they do not forget to renew, that their credit card

details are up to date, that their e-mail address hasn't changed or that their ISP or spam filter does not delete reminder e-mails. If you fail to renew your domain (either as your fault or as a result of any other issue) your website will go down (it will lose visibility on the internet), your domain could be acquired by unscrupulous cyber squatters who routinely wait for popular domains to lapse and then sell on at highly inflated prices (often thousands of pounds).

Acquiring Domains

Our professional managed buying service includes:

- The search and research of available domains
- Advice and acquisition of search engine friendly URLs
- Advice on URL strategy
- The DNS management of the domain including setting up the domain for mail and website services
- We also carry and administration and direct overhead to enable this service.
- Any domains that we acquire for you will be owned by you
- We will remain the main point of contact for the public record of the domain, to ensure that we get all relevant notifications, however, we can at your request change these contact details to be yourself. In either case, you will own the domain and we will manage the domain

Managing & Renewing Domains

Our managed service includes:

- Making DNS changes as required e.g. if your site hosting changes
- Maintaining an up to date and secure register of domains that includes all relevant details including passwords and renewal dates.
- We do not automatically renew your domain. If a domain renewal invoice is not paid on time, you risk losing your domain which if lost could cost you several thousand pounds to recover, or could even cost you your online brand.
- We will change contact details as requested by yourself.
- We will invoice you between 45 and 60 days before your domain needs to be renewed.
- If you wish to cancel you should notify us by email at least 30 days before the renewal date.

Benefits of a managed Domain Service

The benefits of a managed domain service include:

- Domain name security
- Control of your domain and therefore your online brand
- Not placing your online business at risk of cyber squatters
- Enables us to rapidly respond to any hosting situation where the DNS may need repointing in an emergency e.g. server is changed, or replaced, or if Hosting companies decide to change their IP range.

Domain Cancellations and Non-Renewals – Important information about Grace Periods and Redemption status.

- If you notify us of cancellation or fail to pay the domain renewal invoice prior to the domain's expiry, you will have a grace period (as described below) after the domain's date of expiry to change your mind and have us renew it on your behalf.
- After the post-expiry grace period of your domain passes, we cannot guarantee that the domain can be restored on your behalf – please be aware of this when cancelling.
- **Domains with a .uk extension have a 90-day grace period.** During this period the domain can be reactivated for a fee of £100+VAT, which will include renewing the domain for the next year.
- Domains with a .uk extension do not have a Redemption phase – if a domain is not reactivated before the end of the grace period, the domain is released and can be purchased by any buyer. Please be aware that prospective domain buyers can place .uk domains on back-order and be alerted when the domain has been released.
- **Domains with any other extension have a 30-day grace period.** During this period the domain can be reactivated for a fee of £100+VAT, which will include renewing the domain for the next year.
- Domains with any other extension will pass into the Redemption phase after the grace period has passed – this phase varies in length depending on the domain, but is typically between 30 and 75 days in length.

We will make a good faith attempt to recover any domain that passes into the Redemption phase on your behalf, but for this we would charge £100 for the recovery and one year's renewal plus costs (estimated to be between £100 and £200 depending on domain extension and registrar).

Domains that have passed into the Redemption phase can be sold by the registrar to another buyer – it is critical that if you wish to retain your domain in these circumstances that you act quickly.

Moving Your Domain from Us

- You may manage your domain yourself and move your domain from our master account at any time, however, we advise that you maintain all domains with us for your own security.
- Upon written instructions from yourself we will process your domain upon the following conditions:
 - We will invoice you a domain transfer fee to facilitate the change.
 - Domain transfer fees are £49+VAT for a single domain; if you have multiple domains with us, you can transfer up to 5 domains held with the same registrar for a discounted rate of £99+VAT.
 - Domain transfer services provided will include making changes to the domain contact details to ensure that all communications are sent to the appropriate client contact, provision of all current DNS details to ensure that no domain pointing information is lost in the transfer and depending on the new service provider, enabling the easy passing of the domain to whoever you request. We also provide aftercare when transferring the domain out, as in the rare instances where a transfer takes longer to process than expected, we will follow up with our domain management partner's technical team to resolve this.
 - We take the protection of your domain very seriously and would not want to frivolously give this away to criminals, we therefore do require proof that it is you who are requesting the change.
 - We will make the required changes once your account is fully paid. We insist on this to keep our own administration and debt collection costs down; the saving is factored into our pricing.